



County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

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Third District

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Fifth District

March 20, 2006

To: All Department Heads

From: David E. Janssen
Chief Administrative Officer

**TRANSITION OF CODE ENFORCEMENT CALLS TO THE COUNTY'S 2-1-1
INFORMATION AND REFERRAL SERVICES**

The 2-1-1 Business Plan (2005-2007), approved by the Board of Supervisors in June 2005, indicated that the 2-1-1 Oversight Group should identify opportunities to phase-out existing telephone numbers that service hotlines. The Unincorporated Community Help Line (1-888-924-HELP) and the Code Enforcement Toll-Free Hotline (1-877-966-2633) have been identified as toll-free numbers that can be phased out and replaced with the use of the County's 2-1-1 Information and Referral (I&R) services telephone number.

We anticipate a gradual phase-out of the toll-free numbers with a seamless transition to 2-1-1. The phasing out of the toll-free numbers will not impact the hours of operation and information assistance provided to code enforcement callers. The 2-1-1 contractor will continue to maintain the toll-free numbers and the Chief Administrative Office (CAO) will monitor the use of these lines during the transition period, March through December 2006. Callers to the Help Line and Code Enforcement toll-free numbers will be advised that in the future they should utilize the 2-1-1 telephone number for assistance.

Please ensure that your staff is informed of the planned phase-out of the Help Line and Code Enforcement toll-free numbers and to immediately discontinue the issuance/use of printed brochures, newsletters, and other materials that contain these telephone numbers. In addition, telephone referrals which previously directed callers to these toll-free numbers should now direct callers to dial 2-1-1.

All Department Heads
March 20, 2006
Page 2

The CAO is planning a 2-1-1 marketing campaign through printed flyers this spring to inform unincorporated area residents that they can call 2-1-1 for health and human services, code enforcement, and municipal services information. We will advise your department when the flyers are available.

We appreciate your assistance during this process. If you have any questions regarding this matter, please call me, or your staff may contact Dorothea Park of my staff at (213) 974-4283.

DEJ:MKZ
DSP:MJS:os

c: Each Supervisor
2-1-1 LA County